

Statewide Purchasing Card Cardholder FAQ's

Q: Who is the Statewide Program Administrator?

A: James Webster, 801-537-9243, jameswebster@utah.gov

Q: What is the U.S. Bank customer service #?

A: 1 800 344 5696

Q: What number do I call if my card is lost or stolen?

A: 1 800 344 5696

Q: What number do I call if I detect fraudulent use on my card?

A: 1 866 540 9904

Q: Who do I call if I don't recognize a transaction?

A: First call the merchant. If you do not resolve the issue with the merchant, contact U.S. Bank at 1 800 344 5696 to file a dispute or request copy of the receipt.

Q: How can I get a copy of my statement?

A: Via AccessOnline or the U.S. Bank help desk (1 800 344 5696).

Q: When do MCC (Merchant Category Code) changes take effect?

A: The day after the request is received by U.S. Bank.

Q: When do changes to the Credit Limit and Single Purchase Limit take effect?

A: The same day that the Statewide Program Administrator receives the request and makes the change.

Q: At what point should the Acceptance and Agreement form be signed?

A: It should be signed after you have received cardholder training, read the Policy and Procedures Manual and just before you receive your card.

Q: Who needs copies of the Acceptance and Agreement form?

A: The Site Coordinator should file a copy as well as send a copy to the Statewide Program Administrator.

Q: Where can I find the Policy and Procedures Manual and Purchasing Card forms?

A: <http://purchasing.utah.gov/EPS/card.htm>

Q: How long does it take to receive a new card once the application has been submitted to the Statewide Program Administrator?

A: It will take 7-10 days from the time the Statewide Program Administrator receives and enters the new application.